

Overview

Discovery & Assessment

- Conduct Preliminary Inventory
 - Hardware, Software, Device Count at Each Location
- Determine Resource Needs
 - Number and Level of Resource Locations to Audit
- Develop Audit Timeline and Estimate
- Audit the Security, Performance and Reliability
 - Infrastructure, Servers, Helpdesk

Benefits

- Catalog Inventory
- Provide Visibility into Infrastructure
- Establish Current Baseline
- Identify Areas of Exposure and Weakness
 - Vulnerabilities, System Faults, Inefficiencies

Deliverables

- Support Documentation
 - Inventory Spreadsheets
 - Detailed Analyzer Reports
 - Network Diagram
- Define Exposures and Weaknesses
- Remediation Recommendations

Approach & Remediation

- Define and Prioritize Project
 - Timeline
 - Dependencies
 - Potential Risks
 - Required Resources
 - Facilities Readiness
 - Security, Performance, Reliability
- Define Management Tools
- Implement Solutions
- Develop Ongoing Support Plans

- IT Project Management
- Increase Response Times — Less Downtime
- Provide Higher Levels of Expertise
- Rapid Deployment
- Lower Costs to Resolutions
- Minimize Risk
- Defined Standards, Policies/Procedures
- Develop High Level IT Plan
- Automated Processes (Ongoing)

- Project Scope of Works
- Detailed Project Timeline
- Future Technology Roadmap
- Resolution of Exposures and Weaknesses
- Ongoing Support Plan

Ongoing Operations & Quality Assurance

- Run and Maintain Existing Systems
- Definition of Business Needs
 - Refine IT Roadmap
 - Determine Customer Specific Metrics
 - Provide CIO Services
 - Ongoing Review of Business IT Needs
- Periodic Audit Reassessments

- 24/7 Support
- Consistent Delivery of Service
- Increased Productivity
- Less Downtime & Time to Resolution
- Access to Diverse Skill Sets
- Reduction of Unnecessary IT Spending & Outside Services
- Adhere to Industry Best Practices
- Provide Insights and Expertise
- Measurable Goals

- Fully Documented Support Service
- IT Ticket and Status Reports
- Detailed Project Plans
- Strategic IT Plan
- Ongoing Client Communications and Site Visits